



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: April 1, 2019

The Human Resources Office has worked on the following projects and initiatives since our last meeting:

Recruiting

- Hired: Police Officers (2)
- Hired: Associate Planner-Business & Housing
- Hired: Admin Support Specialist-Eng
- Hired: CSW Intern
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: DPI Laborer
- Advertising: Crossing Guard
- Interviewing: Transit Division Manager
- Interviewing: DPI Laborer
- Interviewing: Police Officer
- Accepted offer: Transit Driver

Employee Relations

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as requested by Department Heads and Supervisors.
- The firefighter collective bargaining agreement expired at the end of 2018. Negotiations are ongoing. We have retained Attorney Mark Olson to assist with our legal counsel during the process. He has filed a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- In discussion with the Police union on several potential MOUs.

Organizational Development & Training

- Working with departments on succession planning with employees as necessary. Several employees in key positions have announced plans for retirement in the upcoming year. Working on plans for each of these with Department Heads and Supervisors.

- The Tuition Reimbursement program continues to be used by employees. Supervisors have been encouraging employees interested in furthering their education to consider the program.
- Spot Award and STAR Award programs continue to be successful.
- The years of service and retiree recognition program has received positive feedback.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- Finalizing an employee satisfaction survey after receiving feedback that employees are concerned with their work/life balance. The hope is that we can use the survey results to focus on improving the workplace culture and the relationship between employees and supervisors.
- Working on performance evaluation training for supervisors in 2019.
- Beginning the performance management implementation process.
- Performance evaluations for 2018 and goal setting for 2019 still in progress. Still waiting for evals to be returned from some departments.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Continuing to work through issues with Anthem. We have a scheduled monthly call with Anthem and ABRC (Associated Benefits & Risk Consulting) to discuss issues.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. Our 2019 events are under way, including Lunchtime Yoga, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Our broker has made a recommendation of a new short-term disability provider, and also, recommended considering offering a long-term disability option for employees through Mutual of Omaha. Open enrollment meetings will be held April 9.
- Waiting to hear from IRS on any more information necessary to resolve the reporting errors from 2016.
- Working with Aurora on implementing a pre-shift stretching program.
- Rolling out a new benefits information app (Elly) for employees and their families.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns.
- Emergency response plans for all City buildings in progress. The plans are being updated with each specific building's information and will be distributed when completed.
- Distributed the new city-wide Drug & Alcohol Policy for all employees, along with a separate policy for DOT-regulated employees. Still collecting acknowledgement forms.
- Active Shooter Drills have been done at Maritime Metro, Rahr-West, City Hall, and the Library so far. Drills have been scheduled at DPI buildings and WWTF.
- Working with Building & Grounds to develop a key/access control policy and procedure.
- Working to develop a City vehicle usage policy.
- Reasonable Suspicion Training for supervisors was held March 19.
- A focus for 2019 will be working toward reducing lifting injuries. We are working with Aurora to develop some programs that will help us achieve this goal (pre-shift stretching program).
- Onsite skin screenings scheduled in May.
- New 6-week stress management workshop begins in April.

Administration

- Working with departments on job description updates. This is an ongoing project. Supervisors and Managers will be reviewing all job descriptions with employees as a part of the annual evaluation process.
- Working with Kronos on the HRIS implementation. A decision was made not to move forward with the timekeeping and accruals portion of Kronos due to some Springbrook limitations. During this process, it was discovered that Springbrook was capable of doing a lot more as a payroll system (automatically calculate overtime rules, holidays, etc.) so we plan to look into this with Finance in 2019. The Kronos HR module is built.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology. This item has been placed on hold as the MPU employee involved is on extended leave.
- The updated Employee Policy Manual has been distributed to all employees. Still collecting acknowledgement forms.
- The Appreciation Picnic is scheduled for July 17.

Separations

- Streets Laborer
- Police Officer (retirement)
- Police Officer
- Firefighter
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD February, 2019



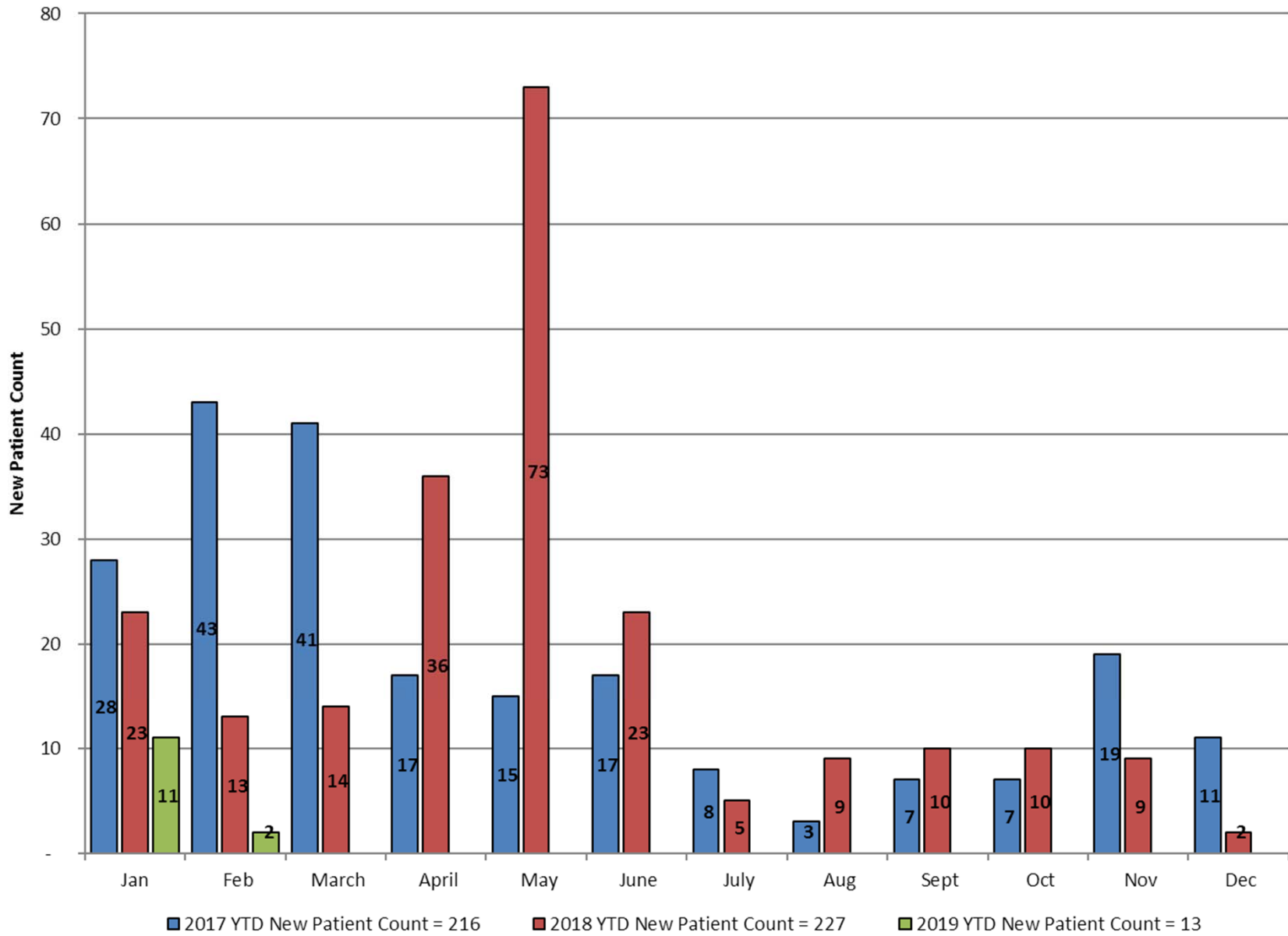
Aurora BayCare Medical Center



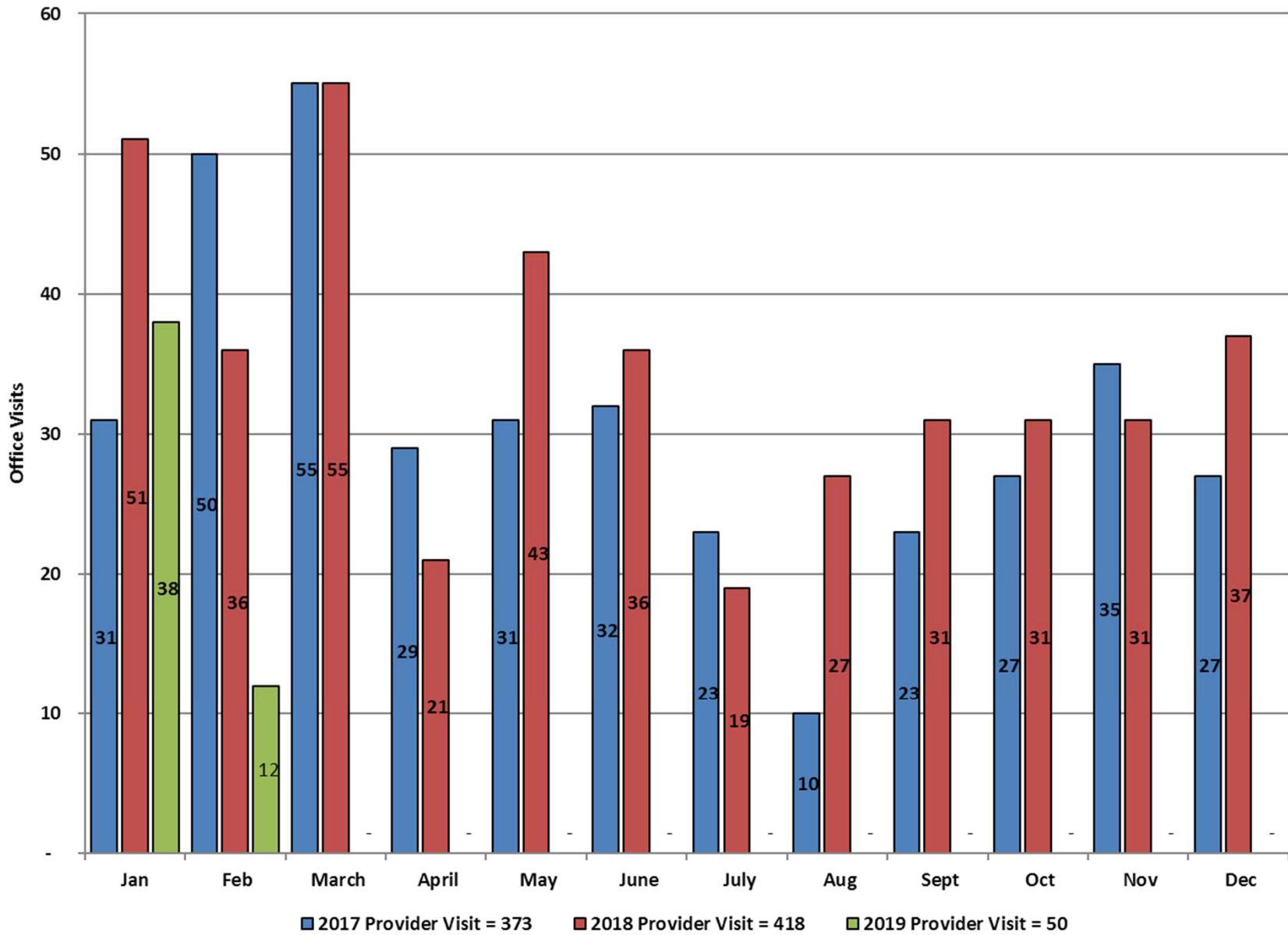
City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: February 2019

| Patient Services | | | | | |
|-----------------------------|----------|--|-----------------|-----------------------|--------------------|
| Company | | Description | Monthly Rate | Quantity/Participants | Total Monthly Fee |
| CITY | | Monthly eligible member clinic fee | \$ 7.00 | 555 | \$ 3,885.00 |
| CITY | | Pharmacy | \$ 220.89 | 1 | \$ 220.89 |
| CITY | | Health Coaching | \$ 35.00 | 0 | \$ - |
| CITY | | Health Coaching (Credit) | \$ 35.00 | 0 | \$ - |
| | | | | | |
| Vaccine | | | | | |
| Company | CPT code | Description | Contract Rate | Total Quantity | Total Cost |
| CITY | 90471 | IMMUNIZATION ADMIN SINGLE OR FIRST | No Charge | 1 | \$ - |
| CITY | 90686 | INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM | \$ 19.00 | 1 | \$ 19.00 |
| CITY | | | | | \$ - |
| CITY | | | | | \$ - |
| Total Clinic Vaccine | | | | | \$ 19.00 |
| | | | | | |
| Clinic Labs | | | | | |
| Company | CPT Code | Test Name | Contract Rate | Sum of Quantity | Total Lab Fee |
| CITY | 80053 | CPNL COMP METABOLIC PNL | \$ 4.50 | 2 | \$ 9.00 |
| CITY | 80061 | LIPPNL LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN | \$ 5.58 | 1 | \$ 5.58 |
| CITY | 84439 | FT4 FREE T4 | \$ 4.83 | 1 | \$ 4.83 |
| CITY | 84443 | TSH TSH | \$ 4.83 | 1 | \$ 4.83 |
| CITY | 84443 | TSHR TSH WITH REFLEX | \$ 7.75 | 2 | \$ 15.50 |
| CITY | 84480 | TT3 TOTAL T3 | Not on Contract | 1 | \$ - |
| CITY | 85004 | DIFA DIFFERENTIAL | Not on Contract | 2 | \$ - |
| CITY | 85007 | BMD BILL MANUAL DIFF | Not on Contract | 1 | \$ - |
| CITY | 85027 | CBCNO HEME PROFILE | \$ 4.92 | 2 | \$ 9.84 |
| CITY | 86140 | CRP C-REACTIVE PROTEIN | \$ 4.83 | 1 | \$ 4.83 |
| CITY | 86592 | RPR RPR | Not on Contract | 1 | \$ - |
| CITY | 86704 | HCAB HEP B CORE TOTAL AB | Not on Contract | 1 | \$ - |
| CITY | 86900 | ABRH ABO/RH(D) | Not on Contract | 1 | \$ - |
| CITY | 86901 | ABRH ABO/RH(D) | Not on Contract | 1 | \$ - |
| CITY | 87081 | STTH CULTURE STREP GRP A | \$ 16.33 | 1 | \$ 16.33 |
| CITY | 87389 | HIVSCR HIV AG/AB COMBO SCR | \$ 24.53 | 1 | \$ 24.53 |
| Total Lab | | | | | \$ 95.27 |
| | | | | | |
| TOTAL INVOICED | | | | | \$ 4,220.16 |
| | | | | | |
| Health Coaching Credit | | | | | |
| Company | CPT code | Description | Contract Rate | Total Quantity | Total Cost |
| CITY | | Health Coaching Credit | \$ 1,000.00 | 1 | \$ 1,000.00 |
| CITY | | Health Coaching December | \$ 35.00 | -0.5 | \$ (17.50) |
| CITY | | Health Coaching January | \$ 35.00 | 0 | \$ - |
| CITY | | Health Coaching February | \$ 35.00 | 0 | \$ - |
| CITY | | | | | \$ - |
| CITY | | | | | \$ - |
| Total Clinic Vaccine | | | | | \$ 982.50 |

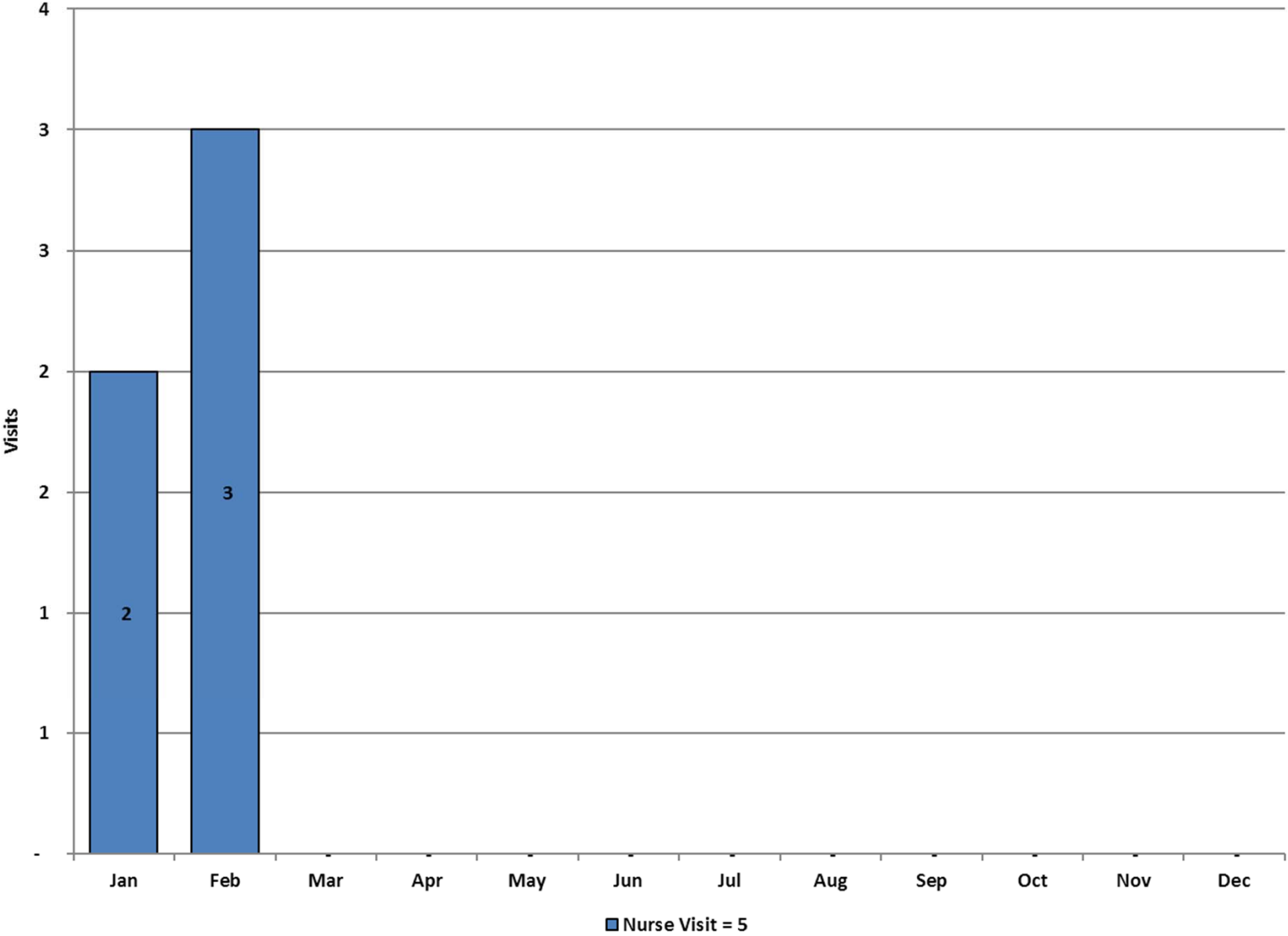
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



City of Manitowoc - Visits By Day Summary Pg 1

Provider Visits - February 2019

| Visit Type | Appointment Time | Appointment Date | Appointment Length (Minutes) | Monday | Tuesday | Wednesday | Thursday | Friday | Total |
|----------------|------------------|------------------|------------------------------|--------|---------|-----------|----------|--------|-------|
| Provider Visit | 8:00:00 AM | 1/21/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 8:00:00 AM | 1/25/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 8:00:00 AM | 1/29/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 8:00:00 AM | 2/18/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 8:00:00 AM | 2/28/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 8:30:00 AM | 1/8/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 8:30:00 AM | 1/21/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 9:30:00 AM | 1/4/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 9:30:00 AM | 1/17/2019 | 15 | | | | 1 | | 1 |
| Provider Visit | 10:00:00 AM | 1/3/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 10:00:00 AM | 1/14/2019 | 15 | 1 | | | | | 1 |
| Provider Visit | 10:00:00 AM | 2/7/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 10:00:00 AM | 2/18/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 1:00:00 PM | 1/15/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 4:00:00 PM | 1/4/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 4:00:00 PM | 1/14/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 4:00:00 PM | 1/21/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 4:00:00 PM | 1/22/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 4:00:00 PM | 1/23/2019 | 15 | | | 1 | | | 1 |
| Provider Visit | 9:00:00 AM | 1/21/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 9:00:00 AM | 1/23/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 9:00:00 AM | 1/24/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 9:15:00 AM | 1/15/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 9:15:00 AM | 2/1/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 11:00:00 AM | 1/4/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 11:00:00 AM | 1/11/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 11:00:00 AM | 1/15/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 3:45:00 PM | 2/18/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 3:30:00 PM | 2/11/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 3:30:00 PM | 2/26/2019 | 30 | | 1 | | | | 1 |

City of Manitowoc - Visits By Day Summary Pg 2

Provider Visits - February 2019

| Visit Type | Time | Date | Length (Minutes) | Monday | Tuesday | Wednesday | Thursday | Friday | Total |
|--------------------|-------------|-----------|------------------|-----------|-----------|-----------|----------|-----------|-----------|
| Provider Visit | 1:30:00 PM | 1/2/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 1:30:00 PM | 1/7/2019 | 30 | 1 | | | | | 1 |
| Provider Visit | 1:30:00 PM | 1/8/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 1:30:00 PM | 2/28/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 2:00:00 PM | 1/2/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 2:00:00 PM | 1/4/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 2:00:00 PM | 1/10/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 2:00:00 PM | 1/15/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 2:00:00 PM | 2/28/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 2:30:00 PM | 1/25/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 2:30:00 PM | 2/26/2019 | 30 | | 1 | | | | 1 |
| Provider Visit | 3:00:00 PM | 1/4/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 3:00:00 PM | 1/16/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 4:15:00 PM | 1/2/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 4:15:00 PM | 1/16/2019 | 30 | | | 1 | | | 1 |
| Provider Visit | 4:30:00 PM | 1/25/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 4:30:00 PM | 2/15/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 11:45:00 AM | 1/18/2019 | 30 | | | | | 1 | 1 |
| Provider Visit | 8:15:00 AM | 1/3/2019 | 30 | | | | 1 | | 1 |
| Provider Visit | 12:00:00 PM | 1/18/2019 | 30 | | | | | 1 | 1 |
| Grand Total | | | | 11 | 10 | 7 | 9 | 13 | 50 |

City of Manitowoc - Visits By Day Summary Pg 3

| <i>Number of Cancelled/No Show Visits - February 2019</i> | | | |
|---|-------------------------------------|----------------|--------------|
| <i>Date</i> | <i>Cancellation</i> | <i>No Show</i> | <i>Total</i> |
| | | | - |
| | | | - |
| | | | - |
| | | | - |
| | | | - |
| Grand Total | - | - | - |
| | <i>Nurse Visits - February 2019</i> | | |
| | <i>Visit Type</i> | <i>Total</i> | |
| | Nurse Visit | 3 | |
| | Grand Total | 3 | |

City of Manitowoc - Vaccine Summary

YTD Quantity

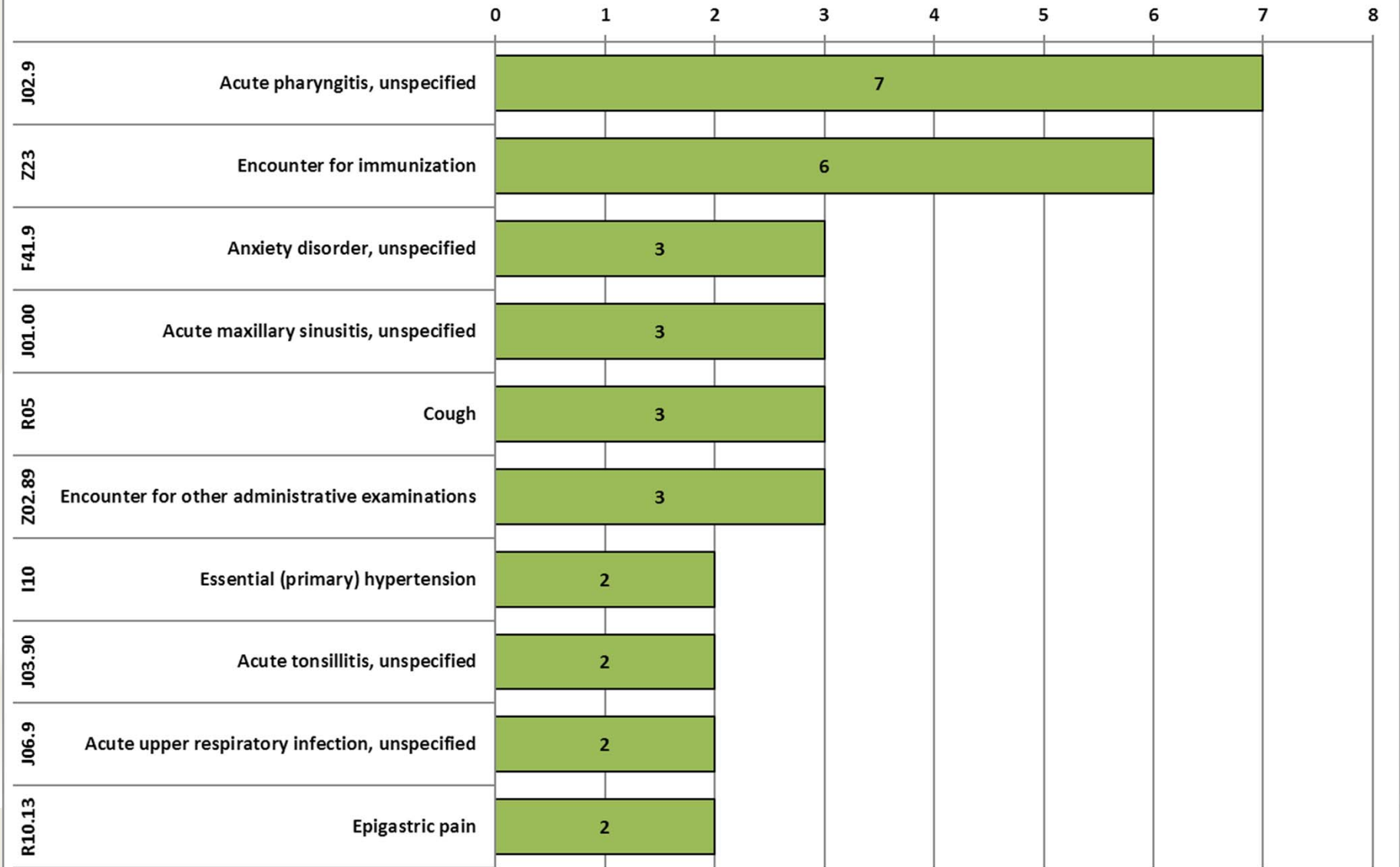
| CPT Code | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD Qty |
|--------------|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 90686 | INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM | 2 | 1 | | | | | | | | | | | 3 |
| 90688 | INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM | | | | | | | | | | | | | - |
| 90714.02 | TD PRES FREE VACC, 7+ YRS | | | | | | | | | | | | | - |
| 90715 | TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS | 2 | | | | | | | | | | | | 2 |
| 90746 | HEP B VACC ADULT 3 DOSE, IM | | | | | | | | | | | | | - |
| Total | | 4 | 1 | - | - | - | - | - | - | - | - | - | - | 5 |

YTD Cost

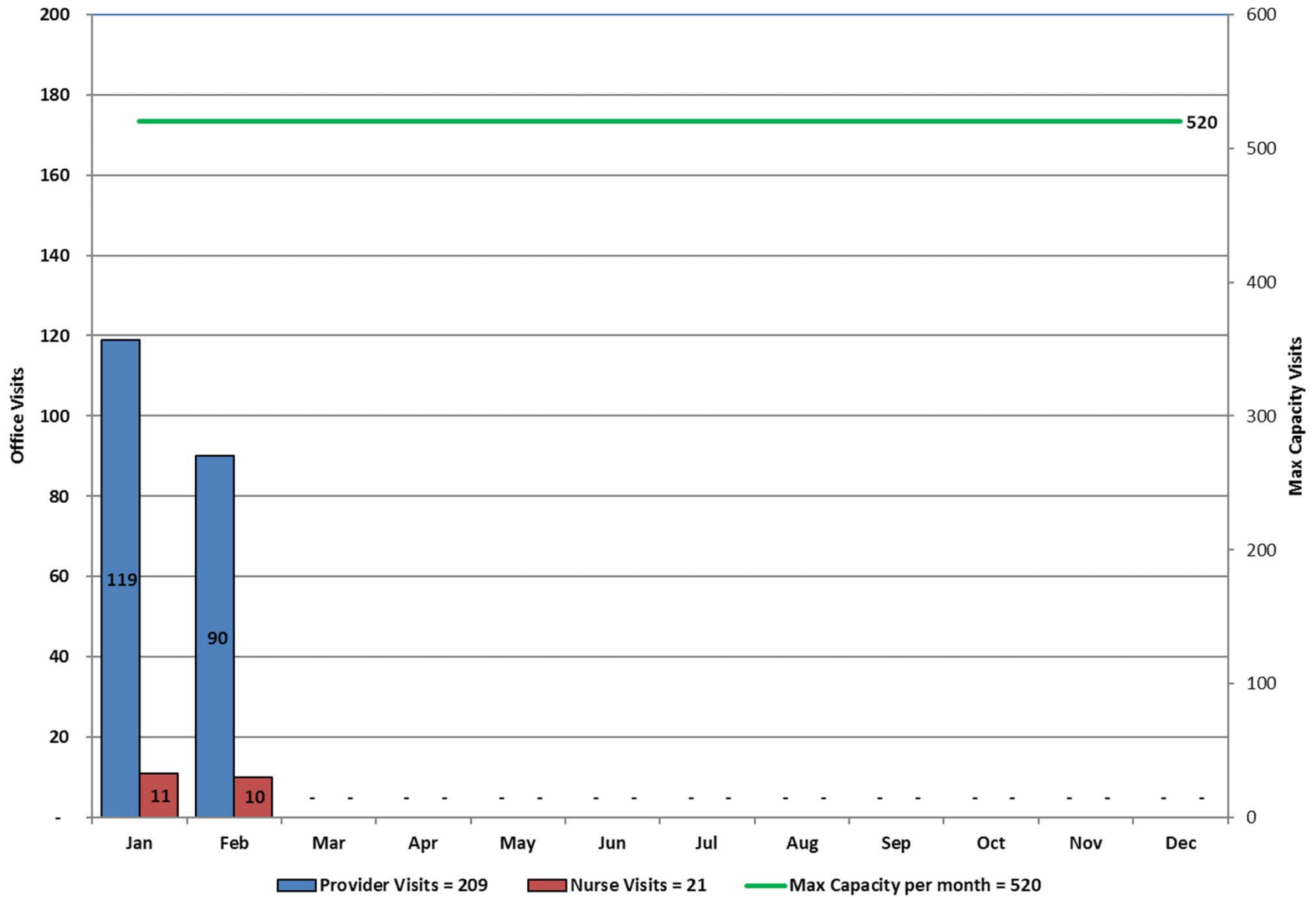
| CPT Code | Description | Cost | YTD Qty | Total YTD Cost |
|--------------|---|----------|----------|------------------|
| 90686 | INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE | \$ 19.00 | 3 | \$ 57.00 |
| 90688 | INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM | \$ 17.00 | - | \$ - |
| 90714.02 | TD 7 YRS+ PRESERVATIVE FREE | \$ 25.00 | - | \$ - |
| 90715 | TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS | \$ 39.00 | 2 | \$ 78.00 |
| 90736 | Shingles (Zostavax) Vaccine | \$ - | - | \$ - |
| 90746 | HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE | \$ 60.00 | - | \$ - |
| Total | | | 5 | \$ 135.00 |

City of Manitowoc - Top Ten Diagnosis

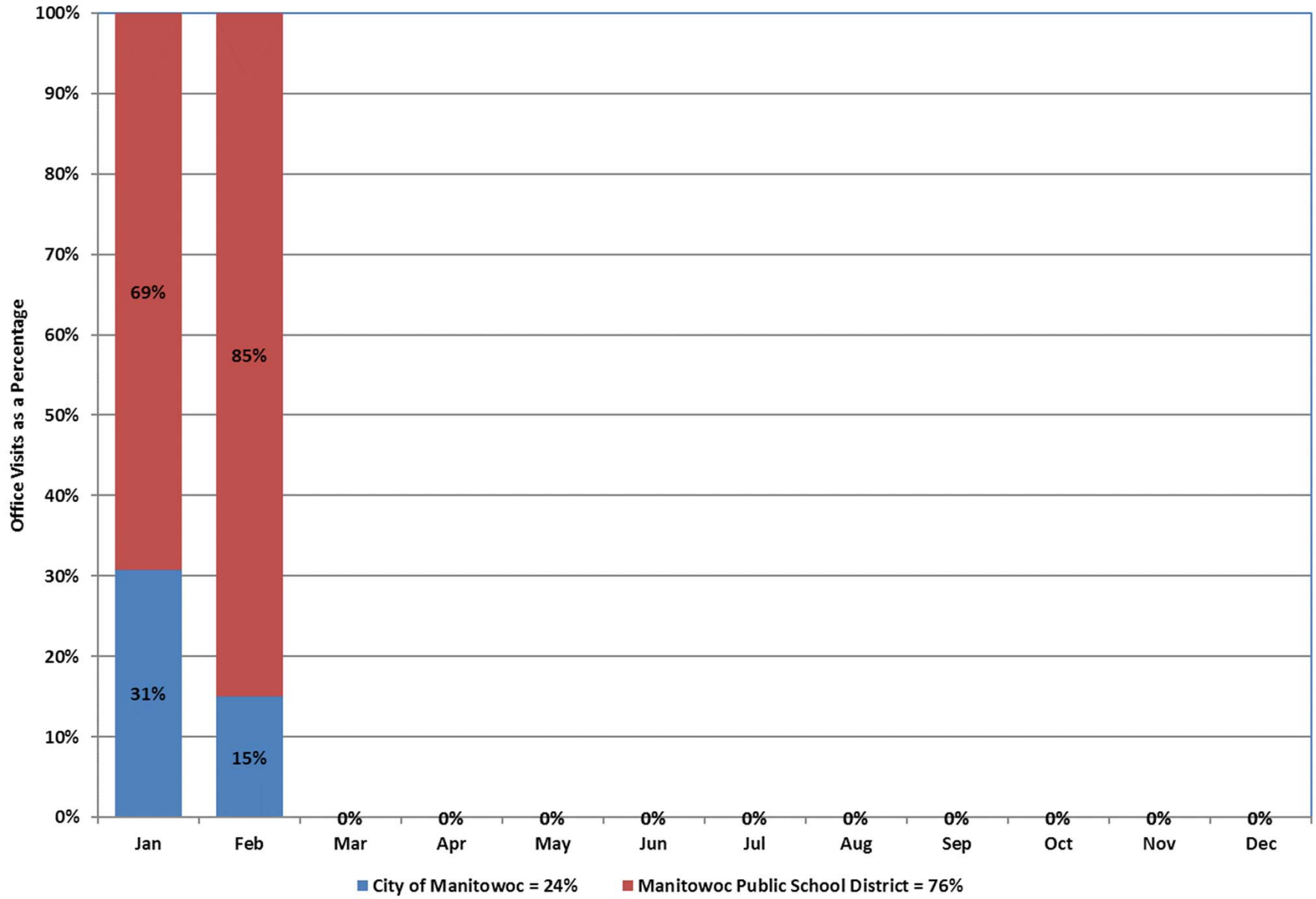
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

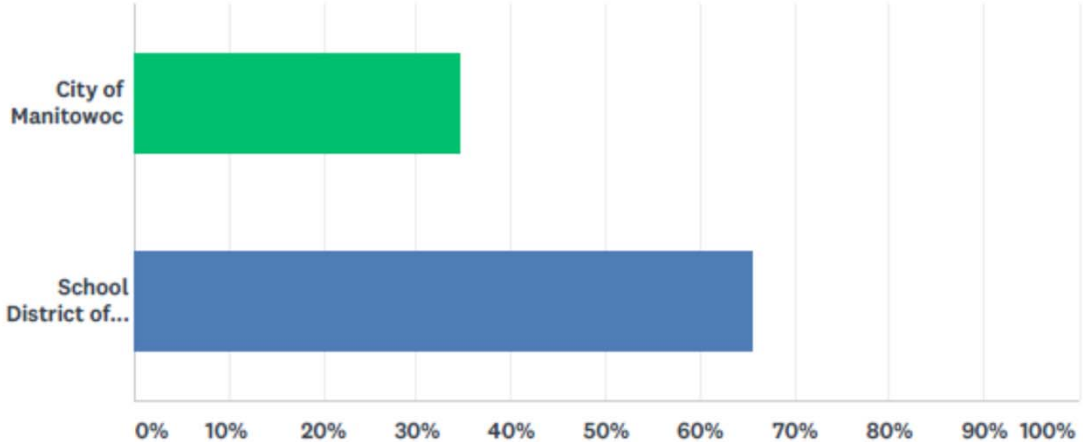


Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q1 Please select the employer who provides you/your family with access to the Manty Health and Wellness Center.

Answered: 61 Skipped: 1



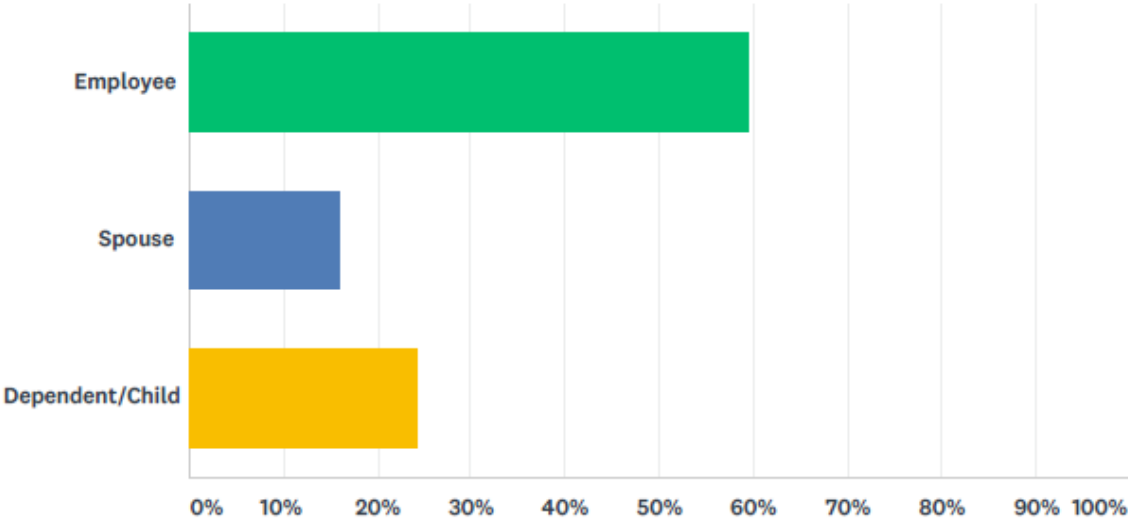
| ANSWER CHOICES | RESPONSES |
|------------------------------|-----------|
| City of Manitowoc | 34.43% 21 |
| School District of Manitowoc | 65.57% 40 |
| TOTAL | 61 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 62 Skipped: 0



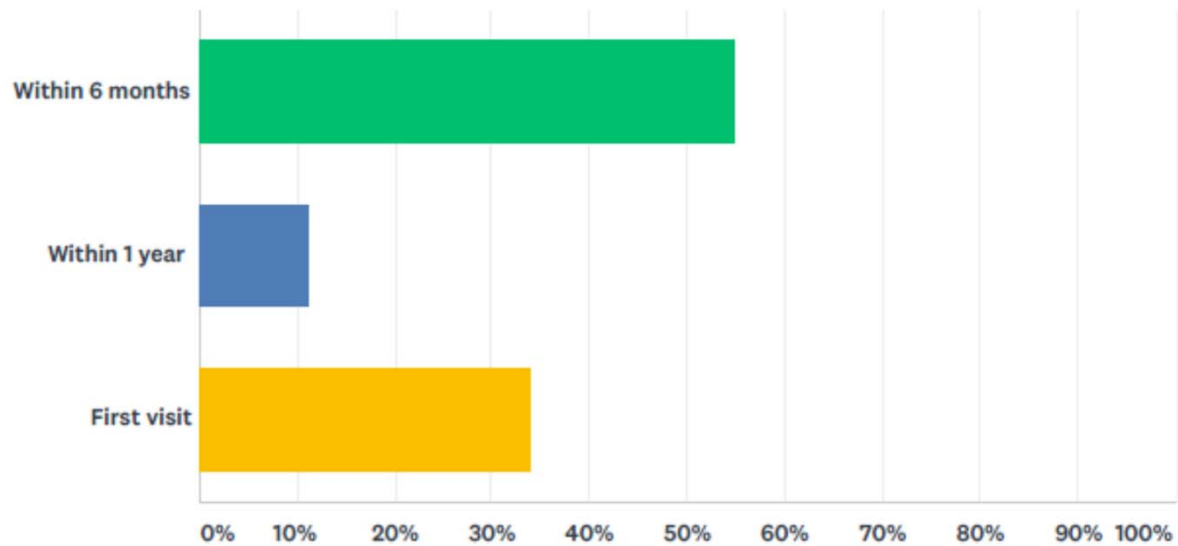
| ANSWER CHOICES | RESPONSES | |
|-----------------|-----------|----|
| Employee | 59.68% | 37 |
| Spouse | 16.13% | 10 |
| Dependent/Child | 24.19% | 15 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q3 When was your last visit to this clinic?

Answered: 62 Skipped: 0



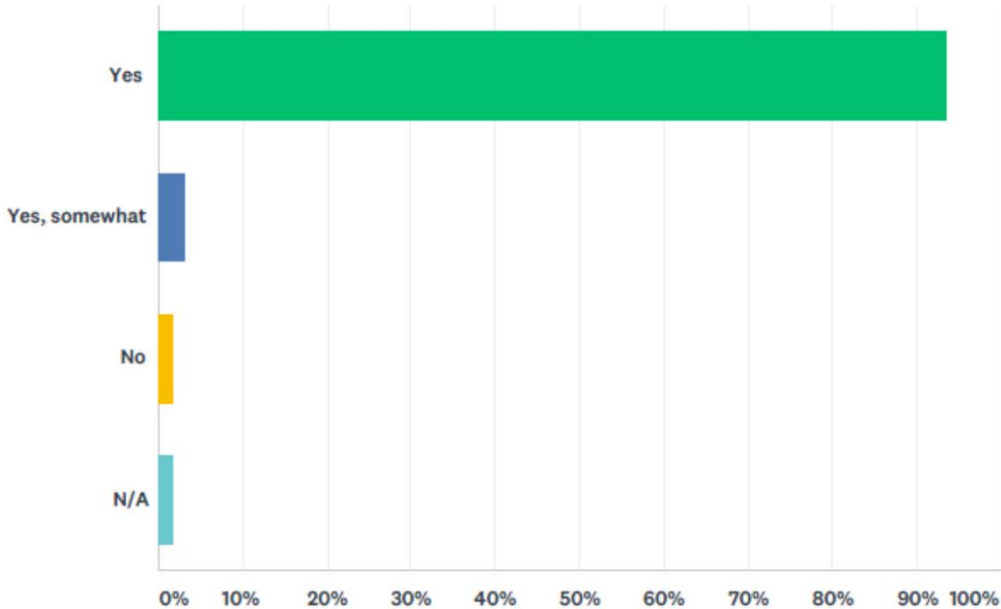
| ANSWER CHOICES | RESPONSES | |
|-----------------|-----------|----|
| Within 6 months | 54.84% | 34 |
| Within 1 year | 11.29% | 7 |
| First visit | 33.87% | 21 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q4 Were you able to schedule an appointment as soon as you needed it?

Answered: 62 Skipped: 0



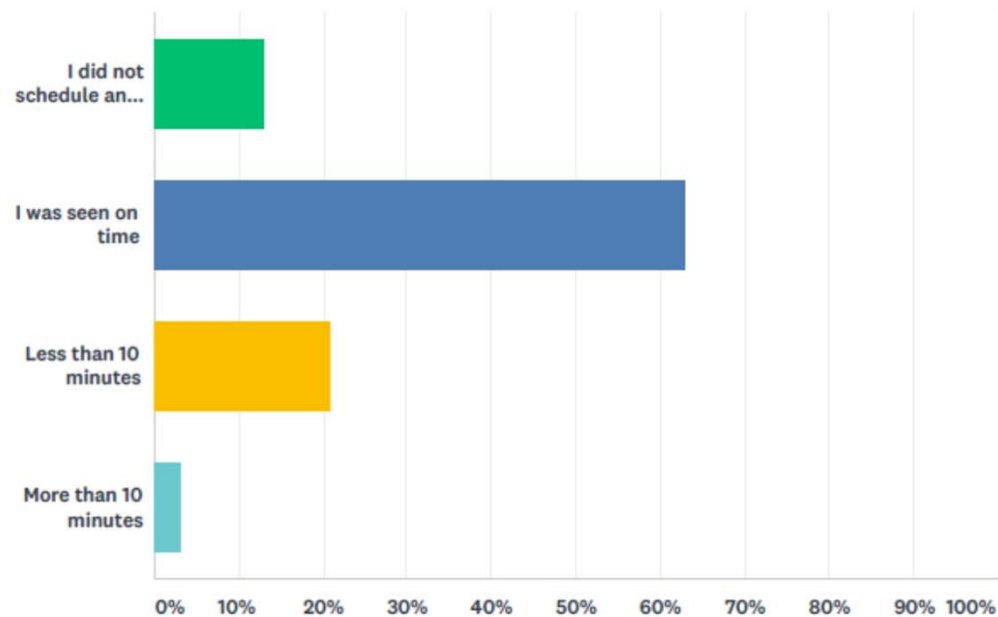
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 93.55% | 58 |
| Yes, somewhat | 3.23% | 2 |
| No | 1.61% | 1 |
| N/A | 1.61% | 1 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q5 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 62 Skipped: 0



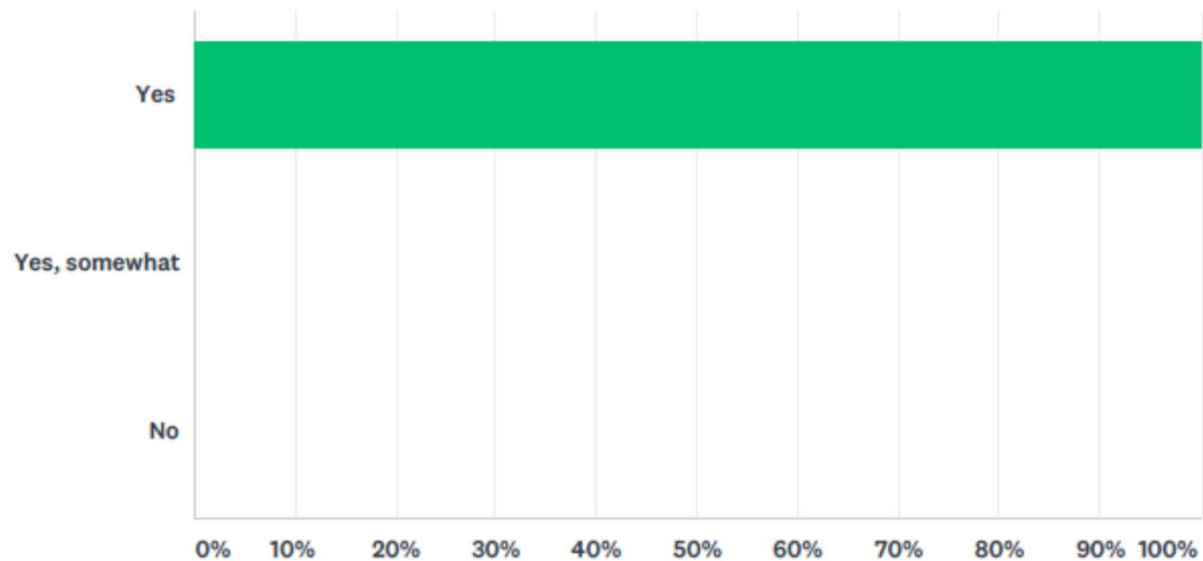
| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| I did not schedule an appointment in advance | 12.90% | 8 |
| I was seen on time | 62.90% | 39 |
| Less than 10 minutes | 20.97% | 13 |
| More than 10 minutes | 3.23% | 2 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q6 Was your provider friendly and courteous?

Answered: 62 Skipped: 0



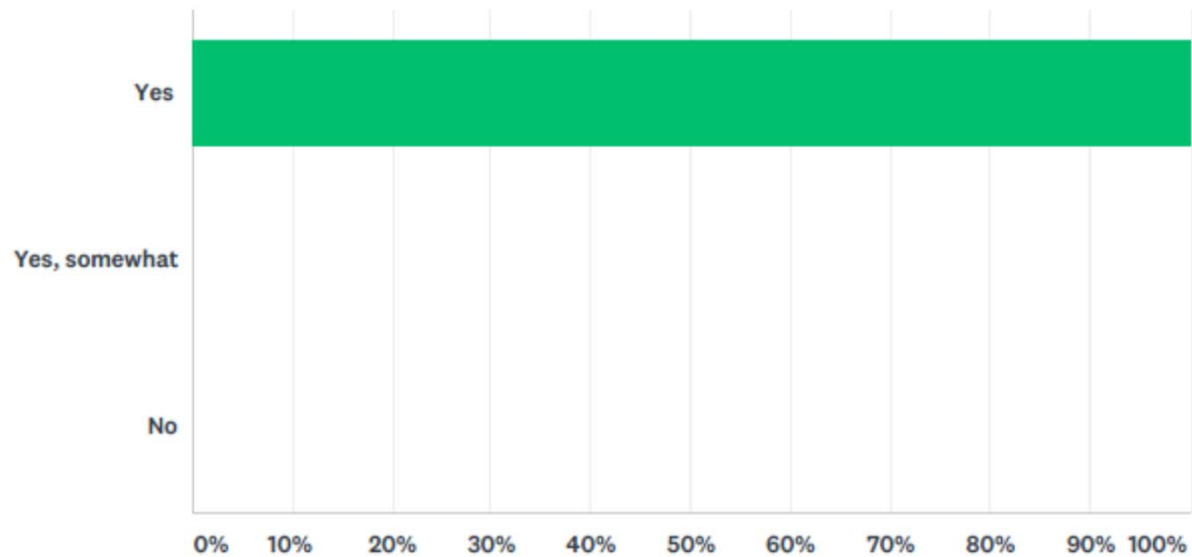
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 100.00% | 62 |
| Yes, somewhat | 0.00% | 0 |
| No | 0.00% | 0 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q7 Did your provider explain information in an easy to understand way?

Answered: 62 Skipped: 0



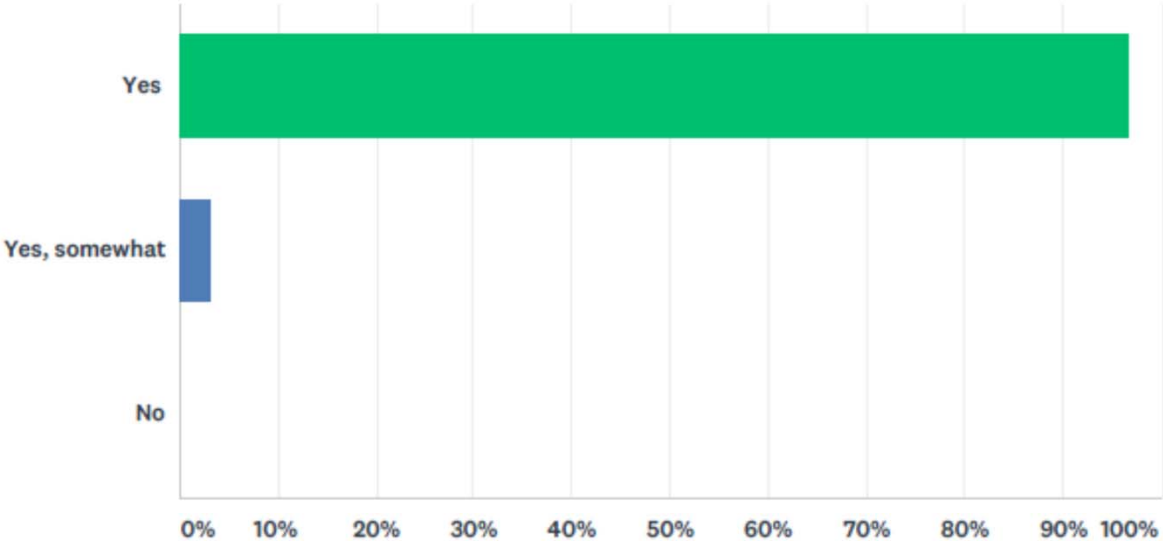
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 62 |
| Yes, somewhat | 0.00% | 0 |
| No | 0.00% | 0 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q8 Did your care team spend enough time with you to meet your needs?

Answered: 62 Skipped: 0



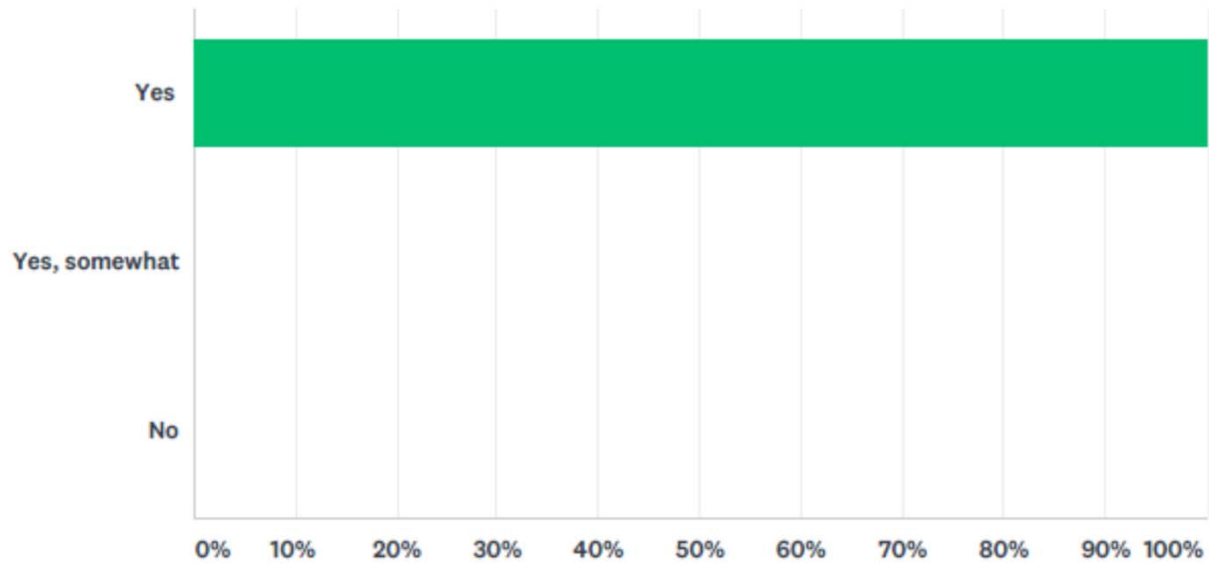
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 96.77% 60 |
| Yes, somewhat | 3.23% 2 |
| No | 0.00% 0 |
| TOTAL | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q9 Was your care team friendly and courteous?

Answered: 62 Skipped: 0



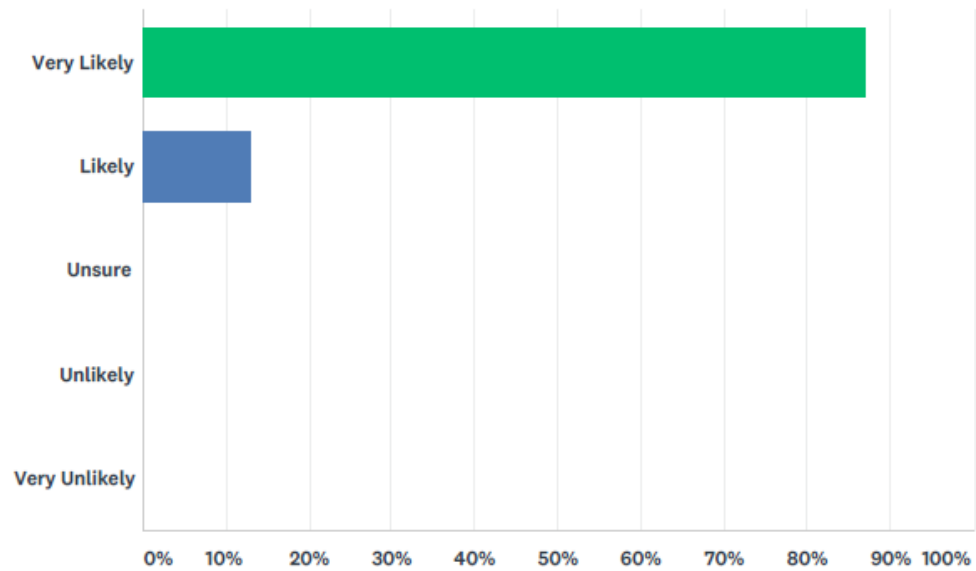
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 100.00% | 62 |
| Yes, somewhat | 0.00% | 0 |
| No | 0.00% | 0 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q10 What is the likelihood that you will recommend the Manty Health and Wellness Center to other employees?

Answered: 62 Skipped: 0



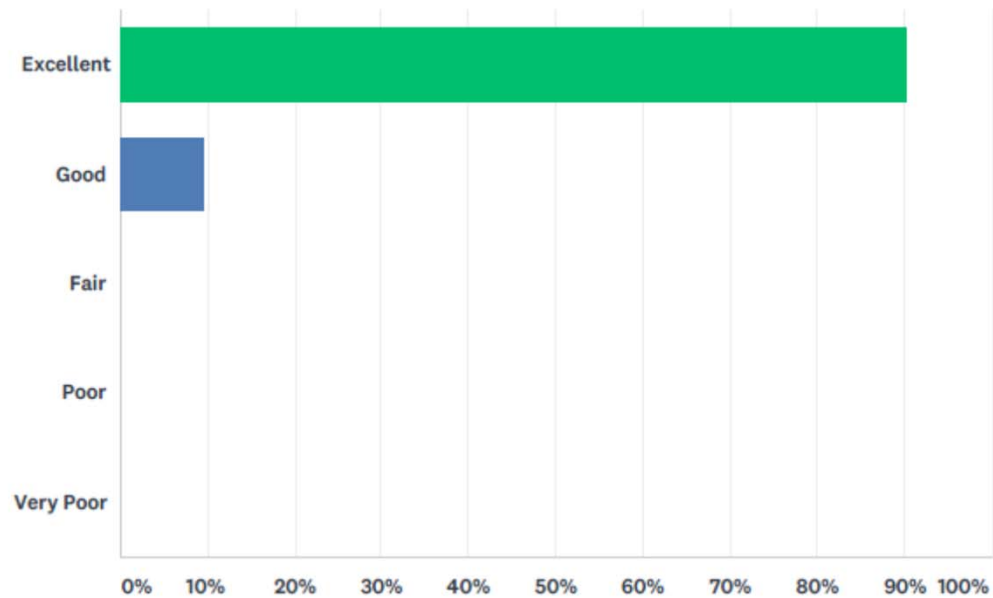
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Very Likely | 87.10% | 54 |
| Likely | 12.90% | 8 |
| Unsure | 0.00% | 0 |
| Unlikely | 0.00% | 0 |
| Very Unlikely | 0.00% | 0 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q11 How would you rate the care that you received?

Answered: 62 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Excellent | 90.32% | 56 |
| Good | 9.68% | 6 |
| Fair | 0.00% | 0 |
| Poor | 0.00% | 0 |
| Very Poor | 0.00% | 0 |
| TOTAL | | 62 |

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 6 Skipped: 56